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EP 0 424 015 A3

Multilocation queuing for telephone calls.

This invention relates to methods and apparatus for queuing calls to a multilocation service provider having a plurality of automatic call distributors (ACDs). If all circuits to the ACDs are unavailable, a call is queued in one of a plurality of queues. One or more of these queues will allow call completion to any ACD of the service provider as soon as an agent

of that ACD becomes available. Advantageously, the average waiting time for customers to that service provider is reduced, thereby improving service. In accordance with one feature of the system, the caller can select one of a plurality of choices of music on hold as offered by the service provider.

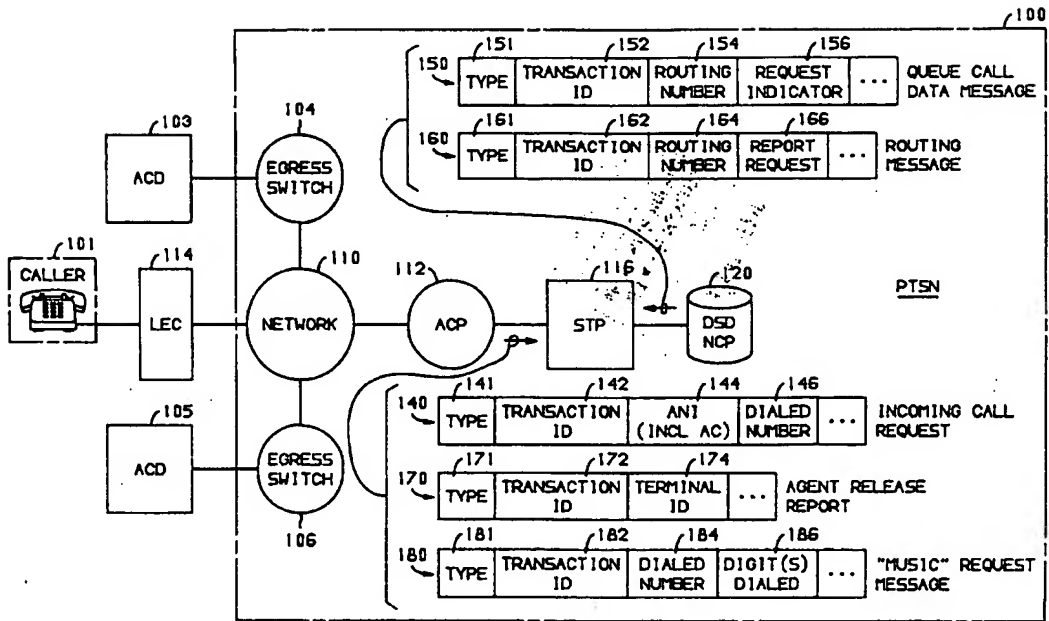


FIG. 1



European Patent
Office

EUROPEAN SEARCH REPORT

Application Number

EP 90 31 1083

Page 1

DOCUMENTS CONSIDERED TO BE RELEVANT			
Category	Citation of document with indication, where appropriate, of relevant passages	Relevant to claim	CLASSIFICATION OF THE APPLICATION (Int. CL.5)
X	PROCEEDINGS OF THE NATIONAL COMMUNICATIONS FORUM vol. 43, no. 1, 2 October 1989, OAK BROOK, ILLINOIS US pages 548 - 551 J.GECHTER ET AL 'ISDN SERVICE OPPORTUNITIES IN THE INTELLIGENT NETWORK' * page 549, left column, line 5 - right column, line 22 *	1-3,12	H04Q3/66 H04M3/50 H04M7/00
Y		13-17, 20-23	
A		18,19	
Y	US-A-4 577 067 (LEVY ET AL) * column 2, line 34 - line 60 *	13-17, 20-23	
X	US-A-4 737 983 (FRAUENTHAL) * column 2, line 3 - line 49 *	1-3,12	
X	IEEE INTERNATIONAL CONFERENCE ON COMMUNICATIONS vol. 1, 22 June 1986, TORONTO(CA) pages 1.1.1. - 1.1.5. G.W.GAWRYS 'ISDN: INTEGRATED NETWORK/PREMISES SOLUTIONS FOR CUSTOMER NEEDS' * paragraph 5.2 *	1-3,12	TECHNICAL FIELDS SEARCHED (Int. CL.5) H04Q H04M
A	US-A-4 400 587 (TAYLOR) * abstract *		
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The present search report has been drawn up for all claims			
Place of search THE HAGUE		Date of completion of the search 23 NOVEMBER 1992	Examiner VANDEVENNE M.J.
CATEGORY OF CITED DOCUMENTS X : particularly relevant if taken alone Y : particularly relevant if combined with another document of the same category A : technological background O : non-written disclosure P : intermediate document T : theory or principle underlying the invention E : earlier patent document, but published on, or after the filing date D : document cited in the application L : document cited for other reasons * : member of the same patent family, corresponding document			

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European Patent
Office

EUROPEAN SEARCH REPORT

Application Number

EP 90 31 1083

Page 2

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Category	Citation of document with indication, where appropriate, of relevant passages	Relevant to claim	CLASSIFICATION OF THE APPLICATION (Int. CL.5)
A	ERICSSON REVIEW vol. 60, no. 2, 1983, STOCKHOLM SE pages 66 - 72 MORELL 'OPERATOR POSITION SUBSYSTEM IN AXE 10' * page 68, left column, line 1 - page 69, right column, line 16 * -----		
			TECHNICAL FIELDS SEARCHED (Int. CL.5)
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X : particularly relevant if taken alone Y : particularly relevant if combined with another document of the same category A : technological background O : non-written disclosure F : intermediate document			
T : theory or principle underlying the invention E : earlier patent document, but published on, or after the filing date D : document cited in the application L : document cited for other reasons ----- & : member of the same patent family, corresponding document			